

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

IPW AF

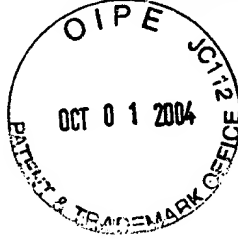
Applicant: Thomas G. Brewer et al.

Title: CHANNEL DIRECTOR FOR CROSS-CHANNEL CUSTOMER INTERACTIONS

Docket No.: 1592.019US1

Filed: March 31, 2000

Examiner: Phuoc H. Nguyen



Serial No.: 09/540,502

Due Date: September 26, 2004 (Sunday)

Group Art Unit: 2143

MS AF

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

We are transmitting herewith the following attached items (as indicated with an "X"):

☒ An Amendment and Response (9 pgs.).

☒ A return postcard.

Please consider this a **PETITION FOR EXTENSION OF TIME** for sufficient number of months to enter these papers and please charge any additional fees or credit overpayment to Deposit Account No. 19-0743.

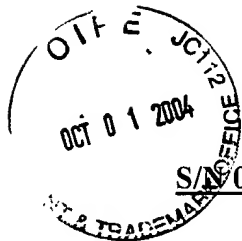
SCHWEGMAN, LUNDBERG, WOESSNER & KLUTH, P.A.
Customer Number 21186

By: Joseph V. Mehrle
Atty: Joseph V. Mehrle
Reg. No. 45,535

CERTIFICATE UNDER 37 CFR 1.8: The undersigned hereby certifies that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail, in an envelope addressed to: MS AF, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on this 27th day of September, 2004.

PETER REBUFFONI
Name

Peter Rebuffoni
Signature



EXPEDITED PROCEDURE – EXAMINING GROUP 2143

S/N 09/540,502

PATENT

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Serial No.:	09/540,502	Group Art Unit:	2143
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Title:	CHANNEL DIRECTOR FOR CROSS-CHANNEL CUSTOMER INTERACTIONS		

AMENDMENT & RESPONSE UNDER 37 C.F.R. 1.116

Mail Stop AF
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

In response to the Final Office Action mailed July 26, 2004, please amend the application as follows: